



October 31, 2014

To: Executive Board

Subject: **Coach Operator Audit Results**

Recommendation

Receive and file the results of the coach operator audits conducted in September 2014.

Background

Coach operator performance audits were conducted during the period of September 7, 2014 through September 10, 2014, to monitor the performance of the on-street service delivery provided by Foothill Transit's operations contractors. The performance checks are conducted by Summit Security Services, a professional corporation that performs transit service audits. These performance checks evaluate fare collection, customer relations, and safety.

In order to ensure maximum coverage of Foothill Transit's operational area, the audits are conducted at random. Auditors from Summit Security board Foothill Transit buses as anonymous riders. When the auditor first boards, they will challenge the driver by depositing the incorrect fare or by attempting to use an invalid transfer or pass. If the driver challenges the fare, the auditor will then deposit the correct fare; if the driver fails to challenge the fare, the auditor will report the occurrence as a fare violation. Once onboard the bus, the auditor will then monitor the coach operator's performance in terms of customer relations and safety.

The charts below summarize the results of the September 2014 audits for each operating facility.

Table 1 shows the results of the coach operator audits for Foothill Transit's Arcadia facility.

Table 2 shows the results of the coach operator audits for Foothill Transit's Pomona Facility.



Table 1. Coach operator audits for First Transit – Arcadia

Audit period	Average number of violations per trip				Total audits conducted
	Fare violations	Customer relations violations	Safety violations	All violations	
February 2014	0.01	0.70	0.03	0.74	89
May 2014	0.19	0.42	0.06	0.67	106
September 2014	0.24	0.43	0.01	0.68	104

Table 2. Coach operator audits for First Transit – Pomona

Audit period	Average number of violations per trip				Total audits conducted
	Fare violations	Customer relations violations	Safety violations	All violations	
February 2014	0.03	0.82	0.05	0.90	78
May 2014	0.11	0.80	0.08	0.99	89
September 2014	0.09	0.76	0.08	0.94	73

The September 2014 audit for the Arcadia facility found a 25 percent increase in the rate of fare violations, no change in the rate of customer service violations, and an 83 percent decrease in the rate of safety violations compared to the last audit. The September 2014 audit for the Pomona facility found small decreases in the rates of fare and customer service violations and no change in the rate of safety violations.

The majority of the September 2014 violations for both yards fell in the following categories:

- Failed to maintain schedule – 23 incidents
- Scrolling sign display off or malfunctioning – 20 incidents
- Failure to check ID for reduced fare – 21 incidents
- Failure to make required announcements – 21 incidents
- Name plate not displayed – 17 incidents

These items are being addressed directly with both contractors' staff.

The coach operator audits provide Foothill Transit with a tool to monitor and evaluate the performance of operators delivering service. To maintain service quality, Foothill Transit's administrative team and the Assistant General



Executive Board Meeting – 10/31/14

Coach Operator Audit Results

Page 3

Managers and Operations Managers of both operating facilities review the audit results and action plans for any areas that need attention.

The coach operator performance audits will continue to be conducted on a quarterly basis in order to measure and document progress in maintaining and improving performance.

Budget Impact

Funding for the coach operator audits is included in Foothill Transit's FY 2014/15 Business Plan.

Sincerely,

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Operations Contract Manager

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Executive Director